Inadvertent ILL: 
*Reimagining Acquisitions & ILL Workflows*

NWILL Conference  
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Portland, OR

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Presentation Roadmap

- Overview of Auraria
- Case studies of other libraries
- Potential merger pros
- Potential merger cons
- Managing a merger
- Next Steps
Auraria Library

University of Colorado Denver
Metropolitan State University of Denver
Community College of Denver
“The fiscal year that begins on July 1, 2017 will be more challenging than the one we are about to begin on July 1, 2016. As we approach FY 2017-18, the state’s budget will be tighter and higher education, along with every other part of the budget that relies on General Fund support, will be at risk.”

- Todd Saliman, CU System CFO, Revenue Forecast Report, June 20, 2016

JULY 2017 TECHNICAL SERVICES

Associate Director
[VACANT]*

Ill Systems Administrator
Assistant Systems Administrator

Special Collections Librarian

Head of Resource Management*

E-Resources Access & Discovery Professional
Acquisitions Librarian

Cataloging Specialist*

E-Resources Cataloging Librarian

*Head of Resource Management acting as interim Associate Director

Interlibrary Loan & Stacks Supervisor
Collections Analyst
[VACANT]
Serials Manager
Subscription & Purchasing Manager
E-Resources Acquisitions Specialist
Library Acquisitions Specialist
Departmental Responsibility for ILL Services

- Access Services: 26%
- Circulation: 23%
- Reference: 16%
- Document Delivery: 16%
- Collection Development: 16%
- Technical Services: 10%

*Higher Education Interlibrary Loan Management Benchmarks 2016-17*
Acquisitions Overview

- Manage Collections Budget
- Investigate new purchases/acquisition models
- Negotiate
- Licenses
- Ordering, paying, receiving
- Administration
- Troubleshoot
- Collections Assessment
- Collections Lifecycle

http://www.nasig.org/site_page.cfm?pk_association_webpage_menu=310&pk_association_webpage=1225
Oregon State University Libraries - Formed Resource Acquisitions & Sharing (RAS) or “Get It”

➢ Reorganized to remove barriers to access & ensure that library users have access to materials they need
Blended Acquisitions & Resource Sharing to support changes in scholarly landscape and address supervision

Shifted from collections focused services to user activity focused services
Auraria ILL Status

- Only lending print books & scanning print journal articles (we are 90% electronic!)
- .33 FTE devoted to ILL + student employees from other departments (didn’t have own ILL students)
- No stats being conducted other than those required to report out for ACRL/IPEDS
- Little to no marketing
Acquisitions & ILL Collaborations

- Licenses
- Assessment
- Advocacy
For Supplying Libraries

5.4 (Suppl) Work with those negotiating licenses to include favorable ILL terms

5.11 (Suppl) Comply with Copyright Law and licenses
# Licensing

## Auraria License Terms

<table>
<thead>
<tr>
<th>Required Terms</th>
<th>Highly Preferred</th>
<th>Preferred</th>
<th>Undesirable</th>
<th>Highly Undesirable</th>
<th>PSC Amendments</th>
</tr>
</thead>
<tbody>
<tr>
<td>No indemnification</td>
<td>Walk-in users</td>
<td>Establish ownership (Cap)</td>
<td>Username registration</td>
<td>Vendor can terminate for patron breach</td>
<td>Legal name of institution</td>
</tr>
<tr>
<td>No binding arbitration</td>
<td>Remote access via IP</td>
<td>Text &amp; Data Mining</td>
<td>Non-cap</td>
<td>Policing patrons' use</td>
<td>University Controller's approval</td>
</tr>
<tr>
<td>IP-authentication (no username)</td>
<td>Perpetual Access</td>
<td>Rolling perpetual access</td>
<td>Provisions counteracting fair use</td>
<td>No waiving rights under CoGov Immun Ac</td>
<td></td>
</tr>
<tr>
<td>ADA Compliance</td>
<td>Archival Rights</td>
<td>Geographic-based authentication</td>
<td>Warranties that only excuse licensor</td>
<td>Independent contractor</td>
<td></td>
</tr>
<tr>
<td>Electronic ILL</td>
<td>Backup Copy</td>
<td>Hosting fees</td>
<td>Law other than Colorado</td>
<td>Compliance w/ laws &amp; policies</td>
<td></td>
</tr>
<tr>
<td>COUNTER usage stats</td>
<td>MARC record availability</td>
<td>Patron data collection</td>
<td>Unfettered discretion of licensor</td>
<td>State of Co law</td>
<td></td>
</tr>
<tr>
<td>Download/print</td>
<td>Auto-renew</td>
<td>Monitoring library or patrons</td>
<td></td>
<td>No binding arbitration</td>
<td></td>
</tr>
<tr>
<td>Digitally copy</td>
<td>30-day renewal</td>
<td>Ability to discipline patrons</td>
<td></td>
<td>Conflict of interest</td>
<td></td>
</tr>
<tr>
<td>Confidentiality of user data</td>
<td>Author's rights</td>
<td>Too-short breach cure</td>
<td></td>
<td>Vendor offset</td>
<td></td>
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<tr>
<td>Fair use provision</td>
<td>60-day Breach cure</td>
<td>Too-long notice of cancellation</td>
<td></td>
<td>Contractors auth to work in U.S.</td>
<td></td>
</tr>
<tr>
<td>Course Packs</td>
<td>Trials</td>
<td>Non-disclosure of terms</td>
<td></td>
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</tr>
<tr>
<td>Course reserves</td>
<td>Establish hosting fee</td>
<td>Historical titles locked in (where applicable)</td>
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<tr>
<td>Unlimited simultaneous users</td>
<td>Establish price inflation</td>
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<tr>
<td>Breach Cure</td>
<td>Price-sharing between institutions</td>
<td></td>
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<tr>
<td>Force majeure</td>
<td>One-time, 3-5 year hosting fee</td>
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<tr>
<td>Entire agreement</td>
<td>Price inflation cap</td>
<td></td>
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<tr>
<td>Quality of Service/Support</td>
<td>Decline transfer titles (where applicable)</td>
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<tr>
<td>Termination &amp; Renewal procedure</td>
<td>Swapping titles (where applicable)</td>
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<td></td>
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<tr>
<td>Emergency Clause</td>
<td>Consortium discount (where applicable)</td>
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<tr>
<td>Limit Liability for patron misuse</td>
<td></td>
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<tr>
<td>Loss of content clause (where applicable)</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>Modification of materials (where applicable)</td>
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</tbody>
</table>
Licensing & ILL Landscape

- A place to start: e-journals & databases

- Initiatives to watch:
  - Charlotte Initiative
  - Occam’s Reader

- CONTU Guidelines
  - Precedent in electronic document delivery

- Fair Use = Physical Item
...material may not be distributed to anyone who is not an authorized user except as permitted by fair use…”

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“...Material contained in this website may not otherwise be copied, reproduced or redistributed in whole or in part without our prior written consent…”
Good ILL Clause

Authorized Uses

Interlibrary Loan: Licensee may fulfill requests from other institutions for interlibrary loan in compliance with Section 108 of the U.S. Copyright Law, "Limitations on Exclusive Rights: Reproduction by Libraries and Archives."

Authorized Uses. Licensee and Authorized Users may make all use of the Licensed Materials as is consistent with the Fair Use Provisions of United States and international law, Nothing in this Agreement shall be interpreted to limit in any way whatsoever Licensee's or any Authorized User's rights under the Fair Use provisions of United States or international law to use the Licensed Materials
Bad ILL Clause

5. PERMITTED USE. The Subscriber may supply a copy of an article to a library that is not affiliated with its Sites only under the following conditions:

1. Only a hard copy printed from the electronic files of the Licensed Material may be supplied to another library, by mail, fax, or Ariel. Under no circumstance may a Publisher-prepared electronic article file be transmitted in digital form to any person or to an institution that is not associated with the Subscriber.

2. The Subscriber may not supply an article to another library on a commercial, revenue-generating basis without full payment of the Publisher’s single-article copying fee (“the Publisher’s royalty”) directly to the Publisher or to the Copyright Clearance Center or another Reproductive Rights Organization.

3. Comply with any special terms imposed by specific content providers or licensors.

4. Only article requests from non-subscribing academic libraries within The United States may be fulfilled, under the conditions indicated above.
Advocacy & Getting Buy-In

- Evidence based decision making – show value
- Tell stories
- Look for data you may already have
- Make effective use of data visualizations
ROI= ((BENEFITS – COSTS) ÷ COSTS) x 100

### ROI Table

<table>
<thead>
<tr>
<th># of Resources Access</th>
<th># of Eresources Contributions</th>
<th>System Price</th>
<th>Library Share</th>
<th>CBA</th>
<th>ROI</th>
<th>% Change ROI Since FY14</th>
</tr>
</thead>
<tbody>
<tr>
<td>70</td>
<td>66</td>
<td>$9,188,404</td>
<td>$1,195,192</td>
<td>$7.69</td>
<td>669%</td>
<td>1%</td>
</tr>
<tr>
<td>99</td>
<td>69</td>
<td>$9,788,347</td>
<td>$6,102,279</td>
<td>$1.60</td>
<td>60%</td>
<td>6%</td>
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<tr>
<td>63</td>
<td>58</td>
<td>$9,125,275</td>
<td>$614,535</td>
<td>$14.85</td>
<td>1385%</td>
<td>0%</td>
</tr>
<tr>
<td>60</td>
<td>56</td>
<td>$9,318,709</td>
<td>$1,794,709</td>
<td>$5.19</td>
<td>419%</td>
<td>-6%</td>
</tr>
<tr>
<td>62</td>
<td>46</td>
<td>$7,411,095</td>
<td>$163,480</td>
<td>$45.33</td>
<td>4433%</td>
<td>257%</td>
</tr>
</tbody>
</table>

CBA= BENEFITS ÷ COSTS

For Auraria $1
Invested Yields $7.69 in E-resources

$7.69

$1
Getting Started with Assessment: Tips and Teachable Moments

• Determine what you want to find out
• Organize and prioritize your data
• Review past assessments/surveys

But don’t get discouraged if you hit a few brick walls!

• Problems can lurk beneath the surface
• Good assessment requires good data
Resource Sharing Assessment: National Guidelines

In order to make decisions about your services, look at:

• Fill Rate
• Turnaround Time
• Cost Studies
• User Studies
• What is being requested?
• Consortial borrowing statistics
  • http://www.ala.org/rusa/sections/stars/5-things-every-new-resource-sharing-librarian-should-know
**Current Findings**

Our Average Turnaround time for the past year is consistently more than 100% above the mean benchmark

<table>
<thead>
<tr>
<th>Average Turnaround Time (FY 2017, in days)</th>
<th>Auraria Library</th>
<th>ILL Management Benchmark*</th>
<th>Percent Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Article Lending</td>
<td>5.89</td>
<td>1.4</td>
<td>123%</td>
</tr>
<tr>
<td>Book Lending</td>
<td>20.88</td>
<td>5.79</td>
<td>113%</td>
</tr>
<tr>
<td>Article Borrowing</td>
<td>8.93</td>
<td>2.53</td>
<td>112%</td>
</tr>
<tr>
<td>Book Borrowing</td>
<td>18.5</td>
<td>6.96</td>
<td>91%</td>
</tr>
</tbody>
</table>

*Higher Education Interlibrary Loan Management Benchmarks, 2016-17 Edition*
Auraria Library Filled Borrowing Has Been in Significant Decline for the Past Several Years, Though the Trend May Be Levelling Off
IFM Fees vs. Purchasing Assessment

In FY 2017 ILL offered a good value over purchasing for items we borrowed for a fee, although we will want to keep our eyes out for recurring titles.
Managing Departmental Changes

• Avoid rushed decisions!
• Be patient - integration won’t happen overnight
• Be realistic - some work won’t get done
• Hire help if needed (temps, student employees, Concierge)
• Be open to reevaluating positions
Supporting Your Staff

• Provide training & support
• Communicate about changes
• Recognize those that pitch in
• Provide avenues for staff to de-stress
Benefits of Auraria’s Merger

• Started lending ejournals & media
• .5 FTE & our own ILL students
• Atlas Concierge Services
• Able to assess areas of improvement
• Implement workflow efficiencies
• More holistic view for Collection Development
Auraria’s Next Steps

- Continue assessing benchmarks to understand our current status
- Evaluate feasibility of ILL DDA program
  - Currently ongoing - comparing price of ILL to price of purchase
- Gain perspective of Collection Development Librarians
- Attempt to negotiate ILL in all new licences
Your Next Steps

Reach out to Acquisitions and start talking about:

- Licenses
- ILL data
- Negotiation
Recap

• Overview of Auraria
• Case studies of other libraries
• Potential merger pros (licensing, assessment, advocacy/negotiation)
• Potential merger cons (burn out/low employee morale)
• Managing a merger
• Next Steps
References


Questions?

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